Service Announcement

June 10, 2010

TO: Telecommunications Coordinators

FROM: Dan Davis – Manager, Local Telephone Services
DIS Telecommunication Services Division

SUBJECT: Feature enhancements to WebEx

The Department of Information Services (DIS) is pleased to introduce the following feature enhancements for DIS Conferencing Services, powered by WebEx:

Mixed-mode audio conferencing

- Participants can join audio sessions with either computer audio/microphone systems or from their telephones. Previously, an organizer had to specify which audio option would be selected for all meeting participants.

Video

- The presenter can lock the video panel(s), and all participants will see the view selected by the presenter.

Recording

- The network-based recording function now has a pause button. This allows a host to start and stop recordings in the same session without creating multiple recordings.

- The recording controls are now incorporated into the Meeting Controls panel and the floating panel.

Control Panel

- A host or current presenter can promote any attendee to the presenter role by dragging and dropping the ball graphic in the attendee panel.
- All users will receive a notification on their screen when a role is changed.
- Redesigned sharing controls allow the presenter to easily pause and stop sharing.
- The redesigned Floating Meeting Controls Tray allows users to control most aspects of their meetings during full-screen presentations without leaving the presentation.

- During full-screen sharing, the users can now choose to dock the floating Meeting Controls Tray to the top or either side of the display.

Monthly Delegate Host Licensing

- The Monthly WebEx product now allows for a Delegate Host account (with no session types assigned) that will not count as a licensed user. Such accounts cannot start a meeting session themselves, but can schedule meetings for another Named Host (if the Named Host has given permission to the Delegate Host). The Delegate Host account does not require a monthly subscription fee. To apply for a Delegate Host account, please complete the online application.

- WebEx now enforces the limit of <u>one</u> hosted meeting at a time, per Named Host account. If a Named Host has a meeting underway and attempts to start another meeting, the system will present a warning dialog which will allow the Named Host to choose which meeting to keep open. The other meeting will be terminated.

Closed Captioning

- Increased character-build from 8,192 to 81,920. This will transcribe approximately 30 pages of dialogue.

Mobile Devices

- Participants can now join sessions using certain Smartphones; however, not all devices are compatible. For more information on which devices are supported by WebEx, please contact WebEx technical support at (866) 229-3239, or visit the WebEx FAQ page at http://www.webex.com/mobilefaq.html.

To Apply

To set up an account for this service, please complete the online application. When submitted, the application will be forwarded to the DIS Service Desk. You can also reach the application forms via the DIS Conferencing Services page on the DIS TechMall website.

If you have questions about this service announcement, please contact the DIS Service Desk at (360) 753-2454 or (888) 241-7597.